Lucent Technologies
Bell Labs Innovations

Access Manager/Delta Server User Manual

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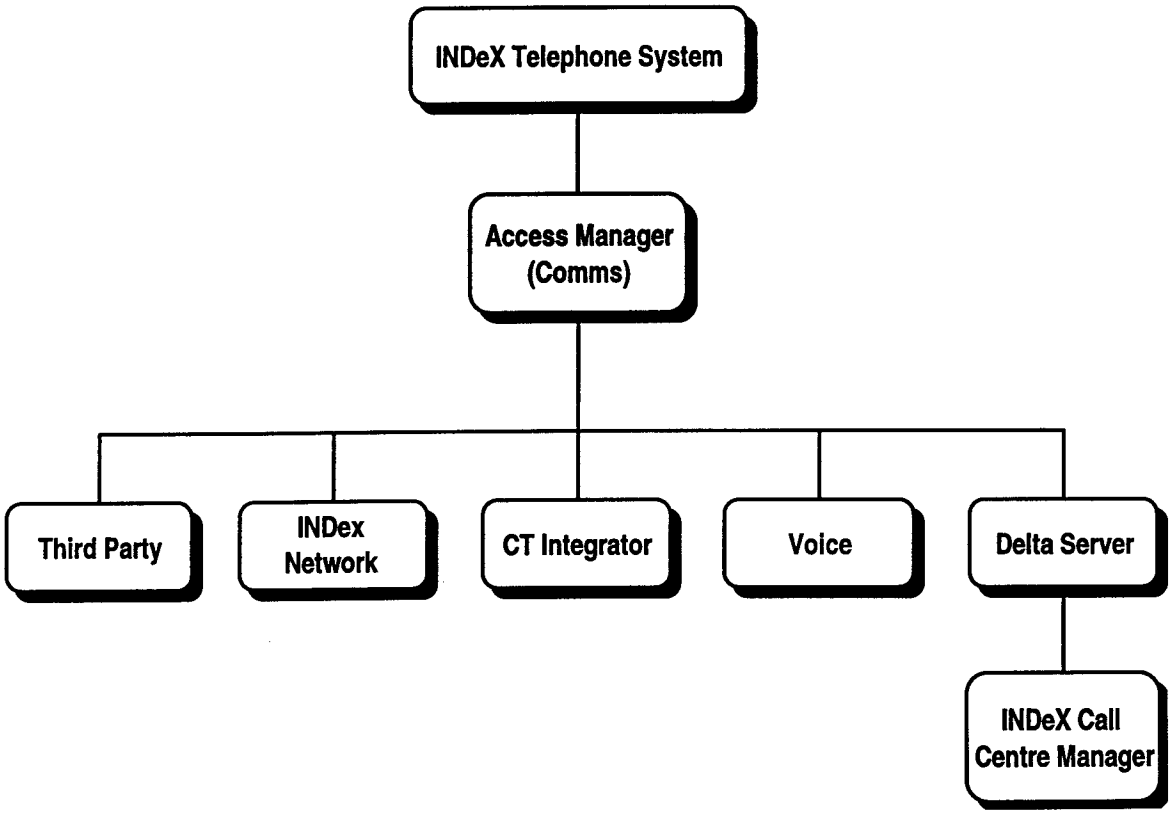
Introduction

General

The INDeX Access Manager is responsible for the following:

- Licensing Issues enabling the use of Third Party, INDeX Network Administration, CTI, Voice and Delta Server applications (as shown in the diagram);
- Obtaining Unsolicited Events (i.e. Event Log and SMDR) from INDeX Telephone System;
- Routing of interapplication communications providing the means for applications to communicate with each other.



The above diagram shows an overall view of the applications communicating with the INDeX Telephone System via the Access Manager.

INDeX Telephone System: The telephone system must be an INDeX Telephone System with Level 8.0+ software.

Access Manager (Comms): This is the only component connected to the INDeX telephone system by the means of a bi-directional Computer Telephony Integration (CTI) link. The Access Manager provides a multiple CTI sessions on one port.

Third Party: This is any approved software not developed by Lucent Technologies.

INDeX Network Administration: This enables you to remotely program the INDeX Telephone System.

INDeX CT Integrator: This is a gateway to the INDeX that provides a broad range of Application Programming Interface (APIs) permitting the connection of a customer's business application.

INDeX Voice Manager: This application provides Voice mail boxes.

Delta Server: This component is used by specific Lucent Technologies products (i.e. INDeX Call Centre Modules).

The Access Manager can be used on a network which covers a site or sites (via bridges or network links).

You must only run one Access Manager from the INDeX Telephone System.

Access Manager is a LAN multiplexer application residing on a PC (or PC cassette). You can run only one Access Manager/Delta Server on each PC

The Delta Server is connected to the INDeX Telephone System via the Access Manager. It is the Delta Server which allows us to have a single source of data for all INDeX Call Centre Manager (CCM) applications. The Delta Server is a mission critical piece of software and if it fails to run data will be irrecoverably lost on calls and activities during the down time.

The Delta Server is a component to which all INDeX CCM applications connect. It is able to support up to 80 client connections and consists of software that ensures every activity on the INDeX Telephone System is passed through to those applications. An example of an activity could be that an agent has 'logged on' which would clearly impact the real time INDeX Call Centre View and the INDeX Wallboard Manager software.

The Delta Server additionally holds a model of the switch such that each time a new Call Centre Module is started it may synchronise itself with "today's" data, thus ensuring consistency between clients irrespective of when they were started.

Access Manager

General

The Access Manager is connected to the INDeX Telephone System via either the PC cassette or the PC com port where the Access Manager resides.

The Access Manager is responsible for obtaining unprocessed data from the INDeX Telephone System for the following applications:

- Delta Server (applicable for INDeX Call Centre Manager)
- INDeX Voice Manager
- INDeX CT Integrator
- Third Party applications

Launching Access Manager

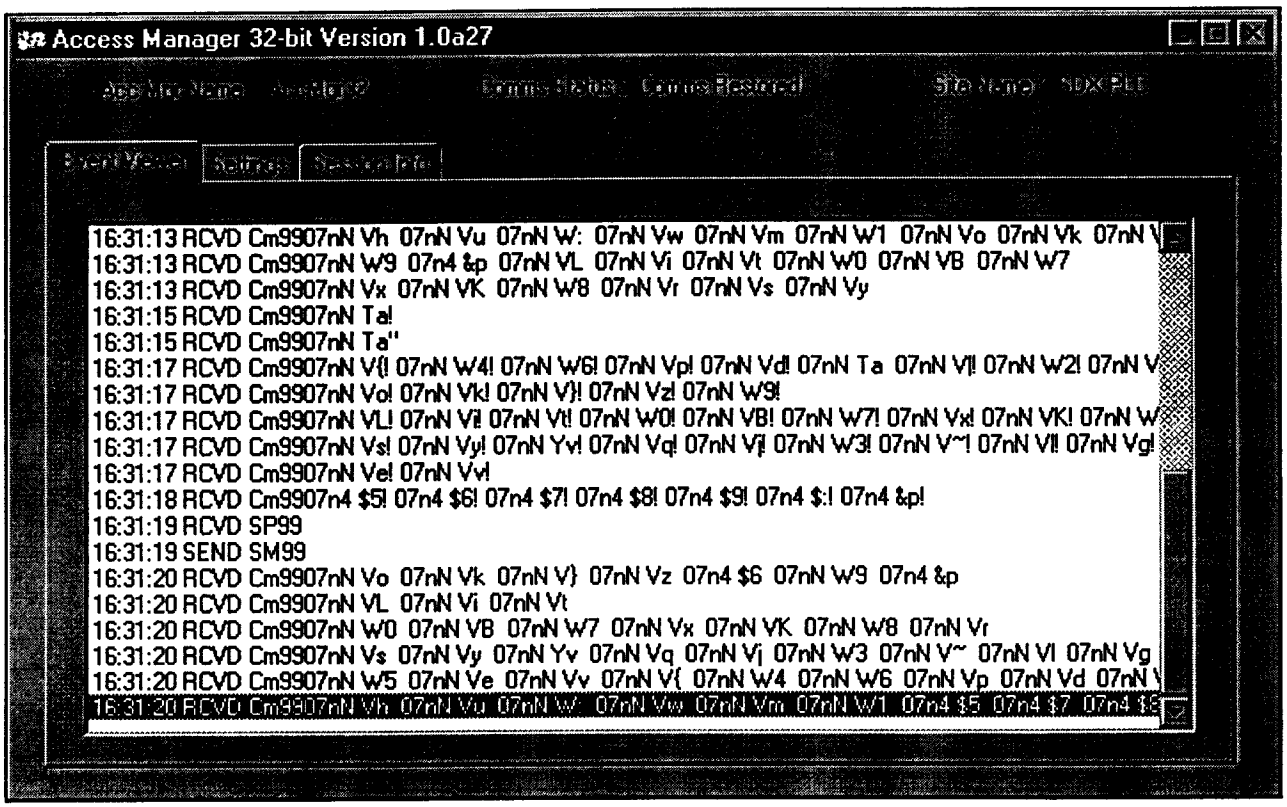
Ensure the communication cable from the Access Manager PC is securely connected to the INDeX Telephone System.

Every time the Access Manager PC is switched on, the Access Manager starts up automatically.

However, you can start the Access Manager, by performing the following:

1. From the Windows NT Taskbar click Start, point to Programs and then point to StartUp and select Access Manager, the following screen appears:

In Windows NT, there are 2 Start Up groups use the lower option.


Access Manager 32-bit Version 1.0a27
16:31:13 RCVD Cm9907nN Vh 07nN Vu 07nN W: 07nN Vw 07nN Vm 07nN W1 07nN Vo 07nN Vk 07nN
16:31:13 RCVD Cm9907nN W9 07n4 &p 07nN VL 07nN Vi 07nN Vt 07nN W0 07nN VB 07nN W7
16:31:13 RCVD Cm9907nN Vx 07nN VK 07nN W8 07nN Vr 07nN Vs 07nN Vy
16:31:15 RCVD Cm9907nN Ta!
16:31:15 RCVD Cm9907nN Ta"
16:31:17 RCVD Cm9907nN V{! 07nN W4! 07nN W6! 07nN Vp! 07nN Vd! 07nN Ta 07nN V!! 07nN W2! 07nN V
16:31:17 RCVD Cm9907nN Vo! 07nN Vk! 07nN V}! 07nN Vz! 07nN W9!
16:31:17 RCVD Cm9907nN VL! 07nN Vi! 07nN Vt! 07nN W0! 07nN VB! 07nN W7! 07nN Vx! 07nN VK! 07nN W
16:31:17 RCVD Cm9907nN Vs! 07nN Vy! 07nN Yv! 07nN Vq! 07nN Vj! 07nN W3! 07nN V~! 07nN V!! 07nN Vg!
16:31:17 RCVD Cm9907nN Ve! 07nN Vv!
16:31:18 RCVD Cm9907n4 $5! 07n4 $6! 07n4 $7! 07n4 $8! 07n4 $9! 07n4 $:! 07n4 &p!
16:31:19 RCVD SP99
16:31:19 SEND SM99
16:31:20 RCVD Cm9907nN Vo 07nN Vk 07nN V} 07nN Vz 07n4 $6 07nN W9 07n4 &p
16:31:20 RCVD Cm9907nN VL 07nN Vi 07nN Vt
16:31:20 RCVD Cm9907nN W0 07nN VB 07nN W7 07nN Vx 07nN VK 07nN W8 07nN Vr
16:31:20 RCVD Cm9907nN Vs 07nN Vy 07nN Yv 07nN Vq 07nN Vj 07nN W3 07nN V~ 07nN V! 07nN Vg
16:31:20 RCVD Cm9907nN W5 07nN Ve 07nN Vv 07nN V{ 07nN W4 07nN W6 07nN Vp 07nN Vd 07nN

The information on the screen are:

Acc Mgr Name: A unique name to identify the Access Manager that will be displayed in the Find Server screen when starting an application.
Comms Status: This indicates the status of the link between the Access Manager, and the INDeX Telephone System.
There three status: Init Comms; Comms Restored, Comms Failure.

- Init Comms – Indicates Access Manager is initialising and establishing communications with the INDeX Telephone System;
- Comms Restored – Indicates the connection between the Access Manager and the INDeX Telephone System is established;
- Comms Failure – Indicates communications link between the Access Manager and the INDeX Telephone System has terminated.

Site Name: This identifies the customer' name. Customer's site name is automatically obtained from the licence file.

> ***Note***
> ***DO NOT CHANGE THE SITE NAME. IF THE SITE NAME IS ALTERED, THEN THE ACCESS MANAGER AND DELTA SERVER WILL NOT FUNCTION CORRECTLY.***

Event Viewer Tab

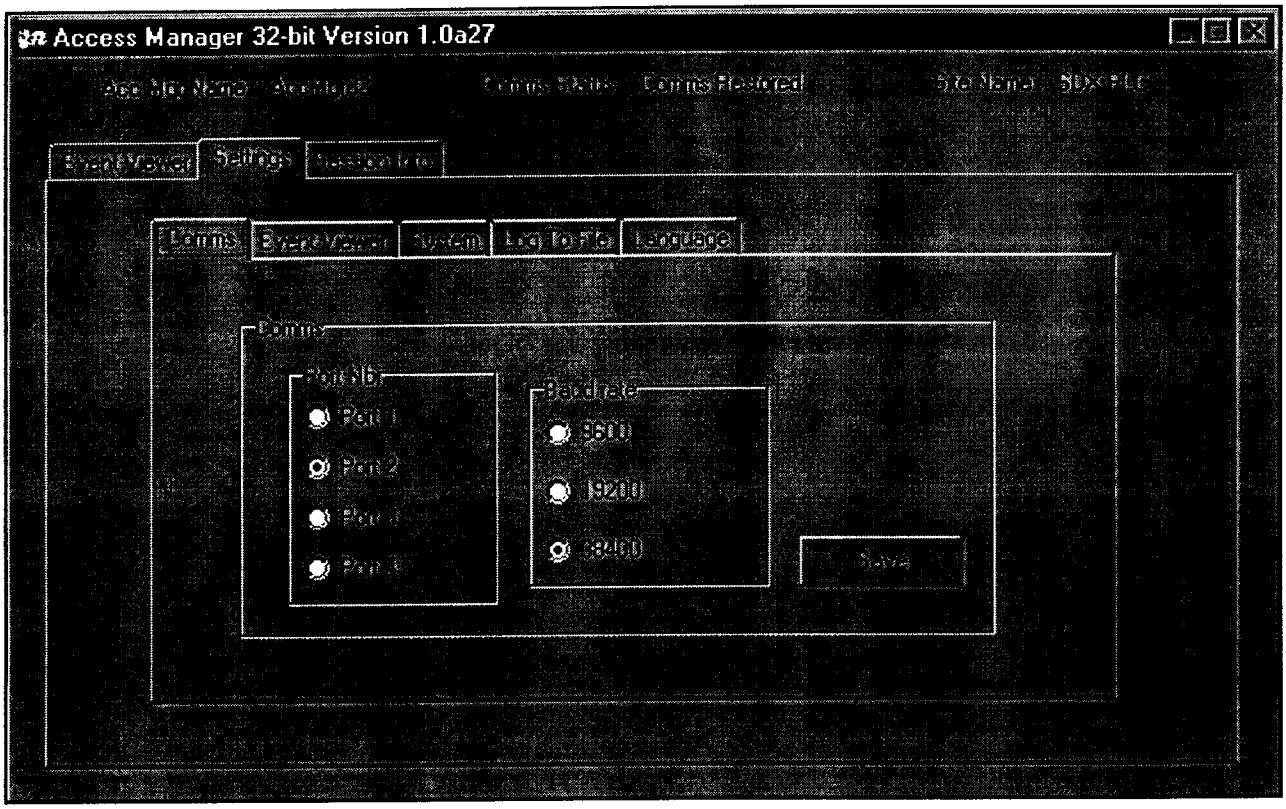
The Event Viewer displays communication between the Access Manager and the INDeX Telephone System, in addition to messages received from the connected applications.
Event Viewer displays the following information:

- Messages received from Clients (e.g. Call Centre View, Wallboard, etc..);
- Messages sent to Clients;
- The processing of the sent and received messages;
- Error Messages.

Settings Tab

This enables you to configure the PC on which the Access Manger resides.

Click the **Settings** tab, the following screen appears:



Comms Tab

This screen displays information on the Access Manager PC's Comms Port number as well as the speed at which the Access Manager is communicating with the INDeX Telephone System. The information are:

Port Nbr

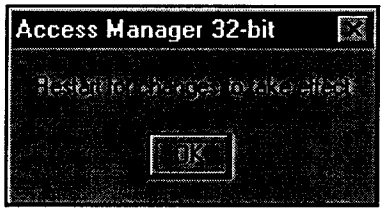
This indicates the **PC** port number that the Access Manager uses to connect to the INDeX Telephone System. The default is Port 2.

Baud Rate

This indicates the speed setting of the selected PC port at which the Access Manager is communicating with the INDeX Telephone System. You **MUST** ensure the INDeX Telephone System is set to the same baud rate as the Access Manager PC port. (If in doubt contact your site System Administrator). The default is 38400.

Once you have changed either of the Comms settings (i.e. Port Nbr or Baud Rate), then **Save** is enabled.

Click *Save* the following screen appears:

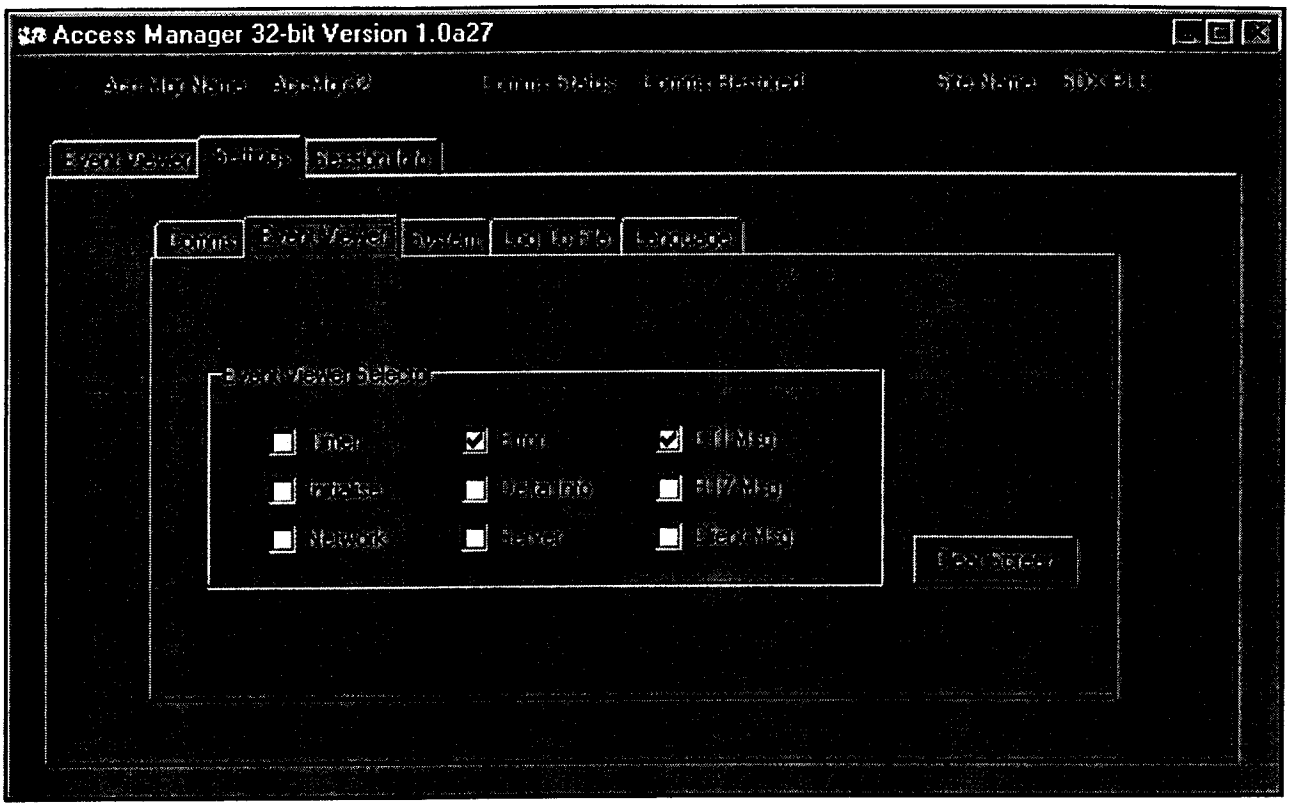


Click *OK*.

Restart the Access Manager.

Event Viewer Tab

This option enables you to select the type of information displayed in the Event Viewer screen:



Event Viewer Selectors are:

Timer	Error	CTI Msg
Initialise	Delta Info	R17 Msg
Network	Server	Client Msg

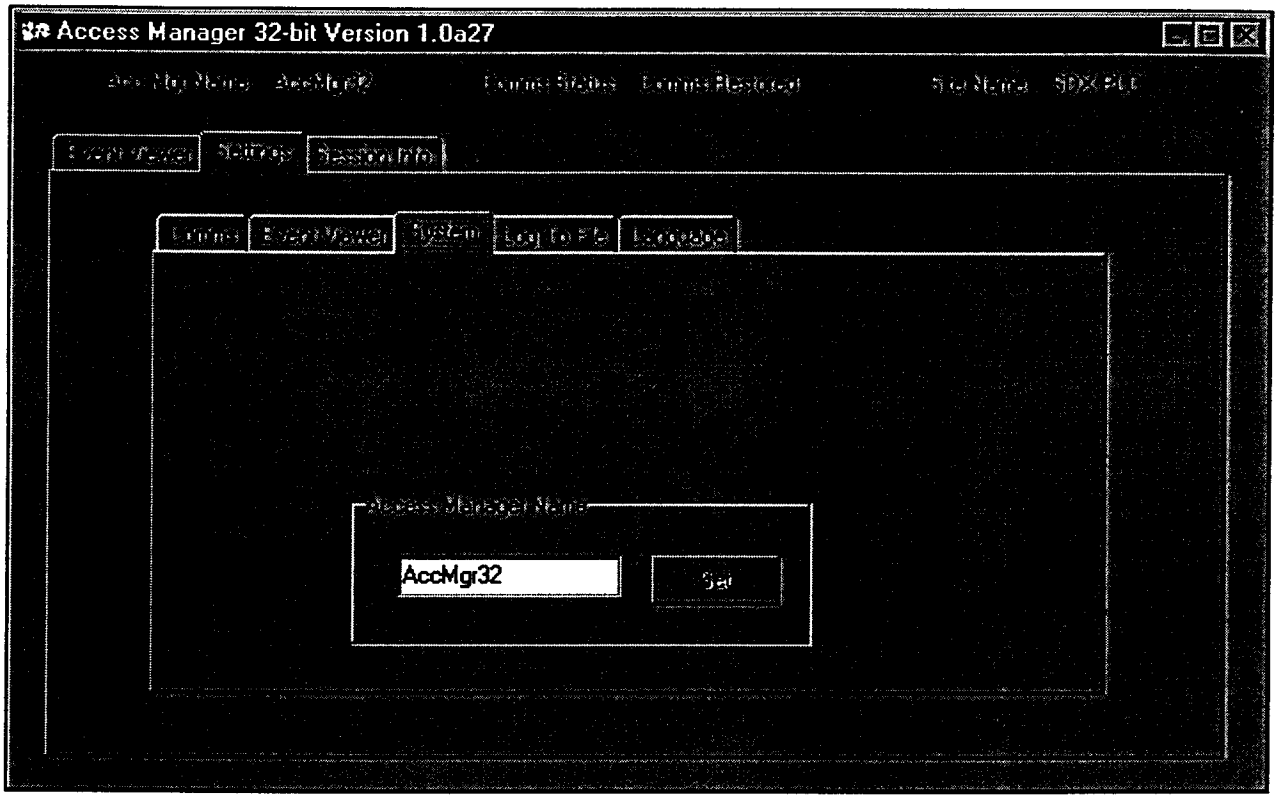
Certain Events will always be displayed even if you have not selected any specific options for viewing. Such Events are:

- Access Manager Started;
- Comms Failure;
- Licence Requests;
- Message Routing Failure.

Note
The more fields you select, the slower the Delta Server will run.

System Tab

This option enables you to change the Access Manager name.



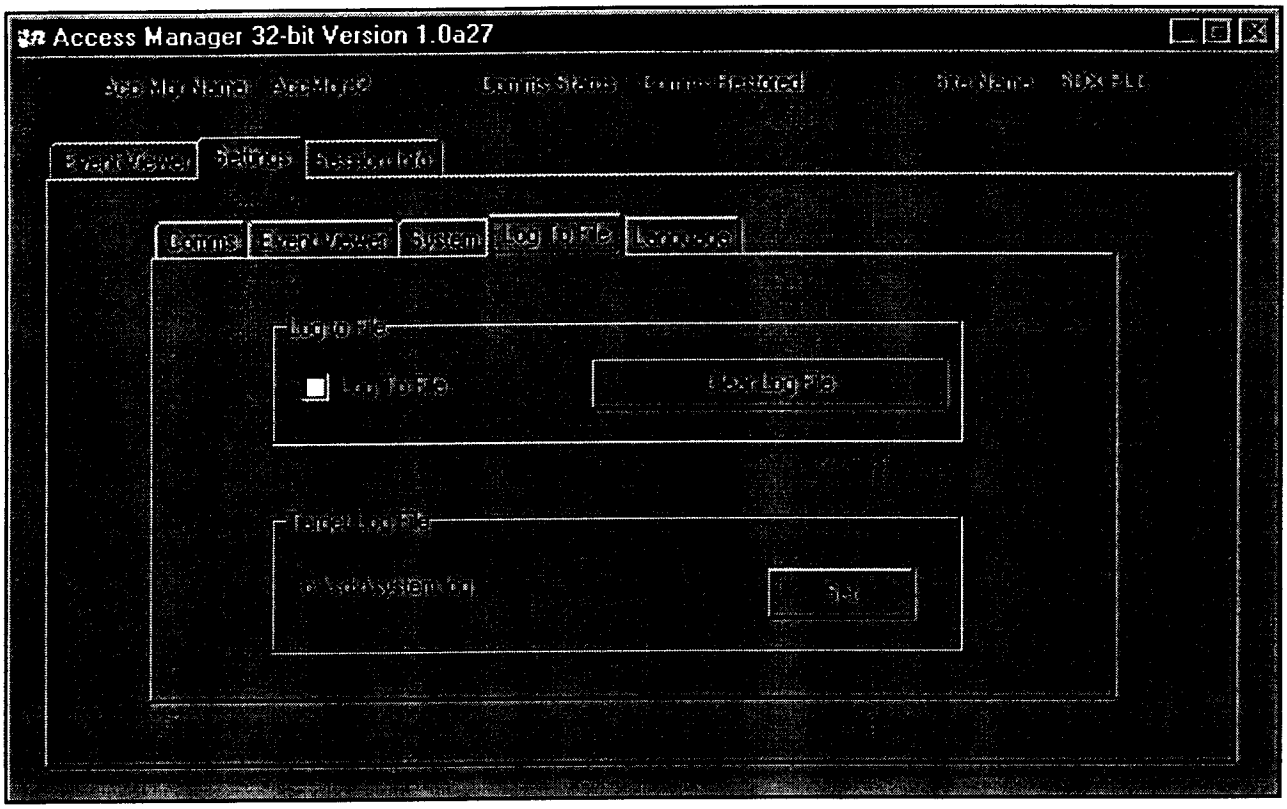
Access Manager Name

Access Manager Name identifies the Access Manager which will be listed in the Find Server Discovery screen (once in Comms Restored status). Default name is AccMgr32.

To change the name, highlight the name, enter the required text and then click *Set*.

Log to File Tab

This option enables you to save the messages displayed on the Event Viewer on to a file.



Log to File

To save the messages ensure **Log to File** is checked.

To remove the messages in the file or file, click *Clear Log File.*

Target Log File

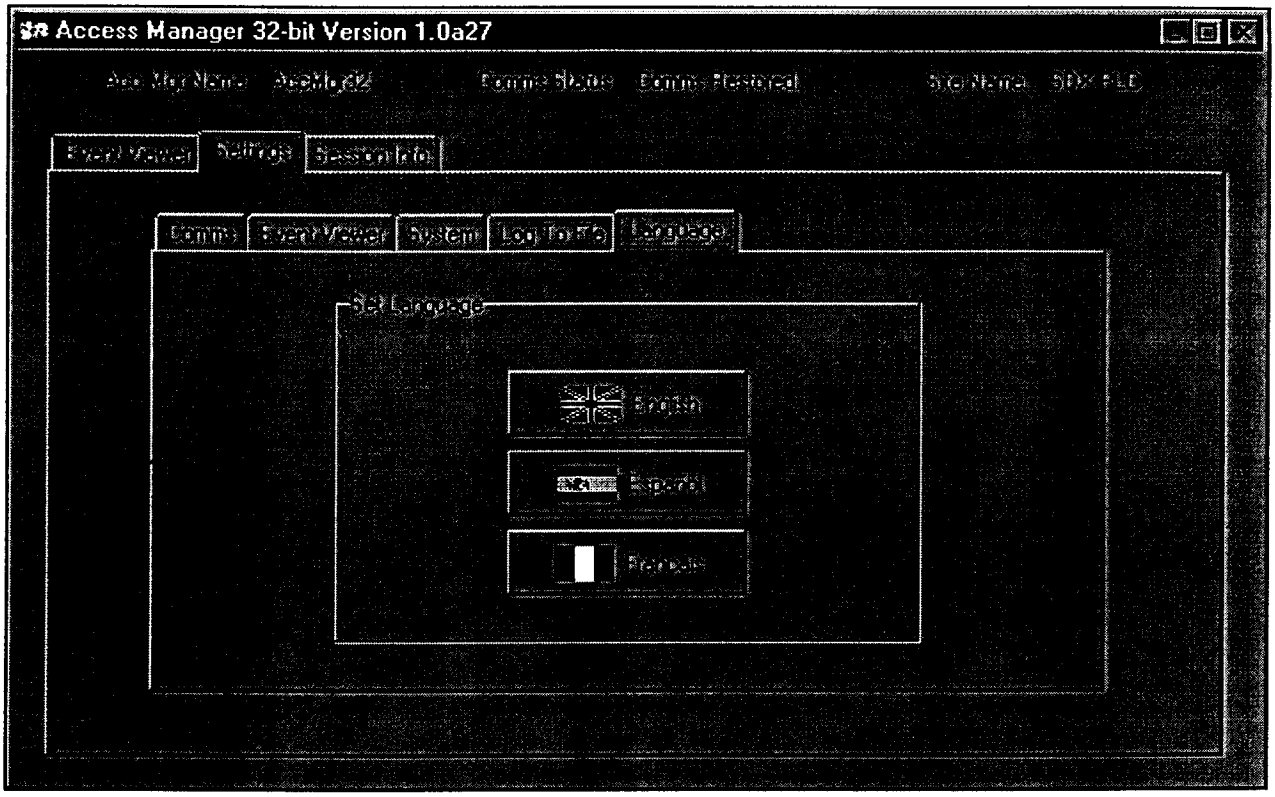
This option enables you to select the directory path and folder for the Log File. The default path is c:\sdx\system.log.

To change the path, click *Set* and then select the appropriate file.

> ***Note***
> ***Logging to file, will cause the Delta Server to run slower.***

Language Tab

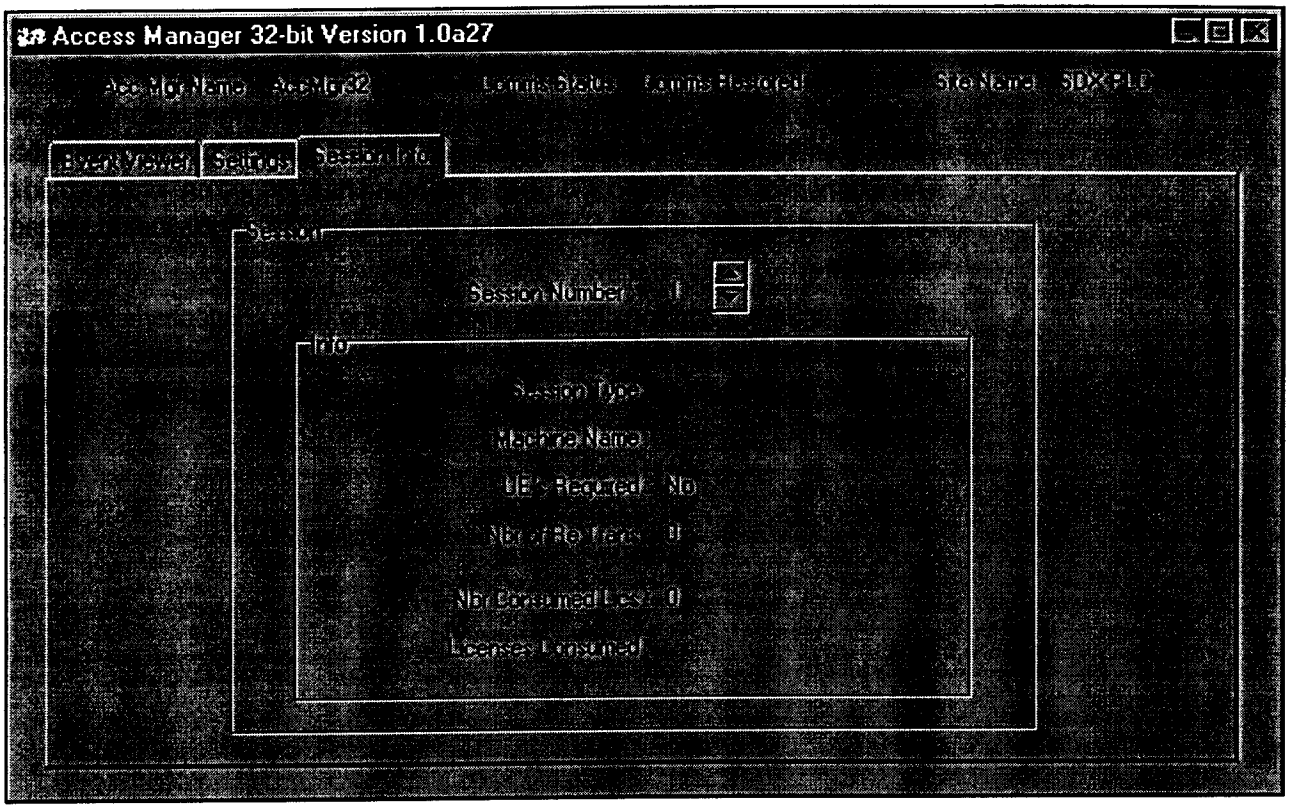
This screen enables you to change the language of the Access Manager. The default is set to English.



Click the required language.

Session Info

This indicates the application(s) connected to the Access Manager. Total of 19 applications can be connected to the Access Manager.



Session Number

The number of the application. (0 is reserved for the WOC, 20 is the Delta Server and 99 is the Access Manager).

Info

The following information is provided as each application is connected to the Access Manager.

Session Type – Indicates the name of the application that is connected;

Machine Name – The name of the PC the application is residing;

UE's Required (Yes/No) – Indicates whether a session has requested Unsolicited Events;

Nbr of Re Trans (0-10) – Indicates how well the application is responding to probes from the Access Manager;

Nbr Consumed Lics – Indicates the number of INDeX Licences consumed;

Licences Consumed – List (in pairs) of consumed licences.

Delta Server

General

The Delta Server is connected to the INDeX Telephone System via the Access Manager.

The Delta Server is a component to which all CCM components connect. It is able to support up to **80** client connections and consists of software that ensures every activity on the INDeX Telephone System is passed through to those applications. An example of an activity could be that an agent has 'logged on' which would clearly impact the real time INDeX Call Centre View and the INDeX Wallboard Manager software.

The Delta Server additionally holds a model of the INDeX Telephone System such that each time a new Call Centre Module is started it may synchronise itself with "today's" data, thus ensuring consistency between clients irrespective of when they were started.

Launching Delta Server

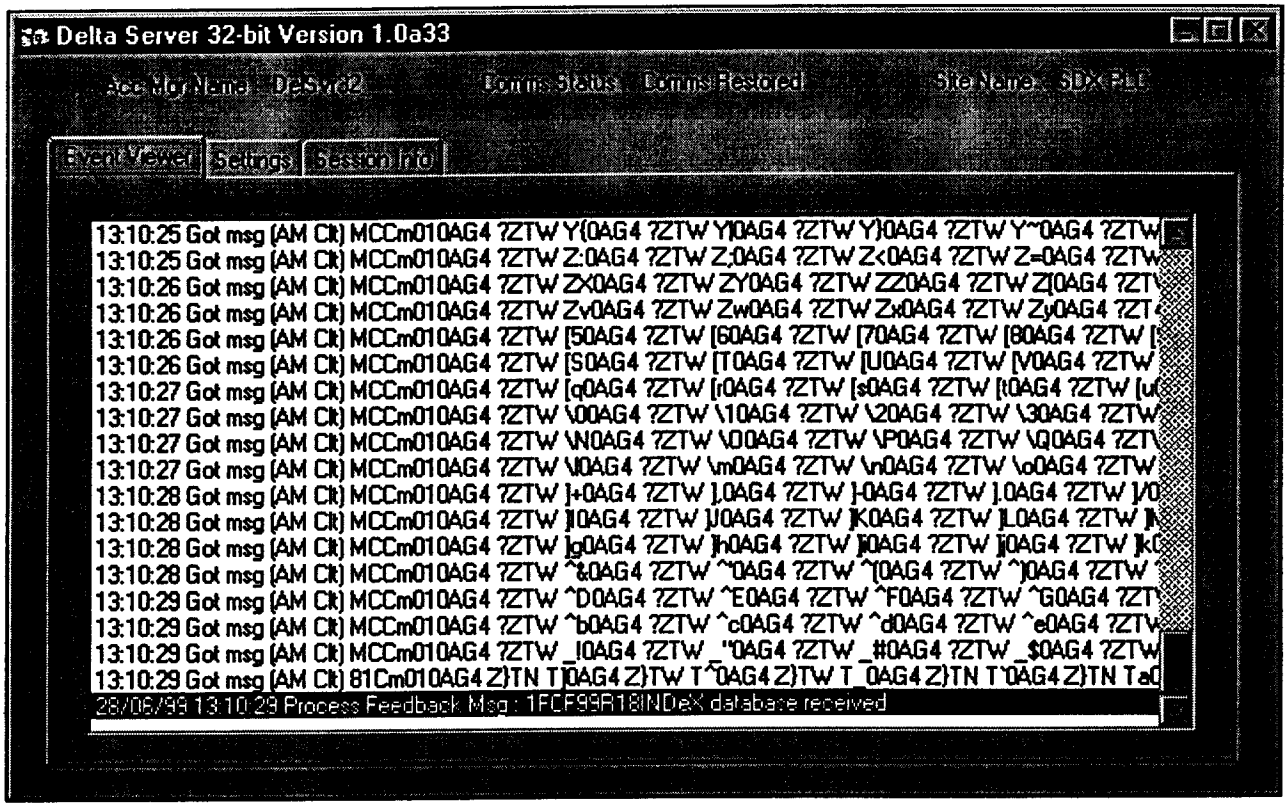
Ensure the Access Manager has established connection with the INDeX Telephone System.

Every time the Server PC is switched on, the Delta starts up automatically.

However, you can start the Delta Server, by performing the following:

1. From the Windows NT Taskbar click Start, point to Programs and then point to StartUp and select Delta Server, the following screen appears:

In Windows NT, there are 2 Start Up groups use the lower option.



The information on the screen are:

Acc Mgr Name: A unique name to identify the Delta Server that will be displayed in the Find Server screen when starting a Call Centre Manager application.
Comms Status: This indicates the status of the link between the Delta Server, Access Manager and the INDeX Telephone System.
There three status: Init Comms; Comms Restored, Comms Failure.

- Init Comms – Indicates Delta Server is initialising and establishing communications with the Access Manager (this happens every time you start the Delta Server);
- Comms Restored – Indicates the connection between the Access Manager and the INDeX Telephone System is established;
- Comms Failure – Indicates communications link between the Access Manager and the INDeX Telephone System has been terminated.

Site Name: This identifies the customer' name. Customer's site name is automatically obtained from the licence file.

Do NOT change the Site Name. If the Site Name is altered, then the Access Manager and Delta Server will not function correctly.

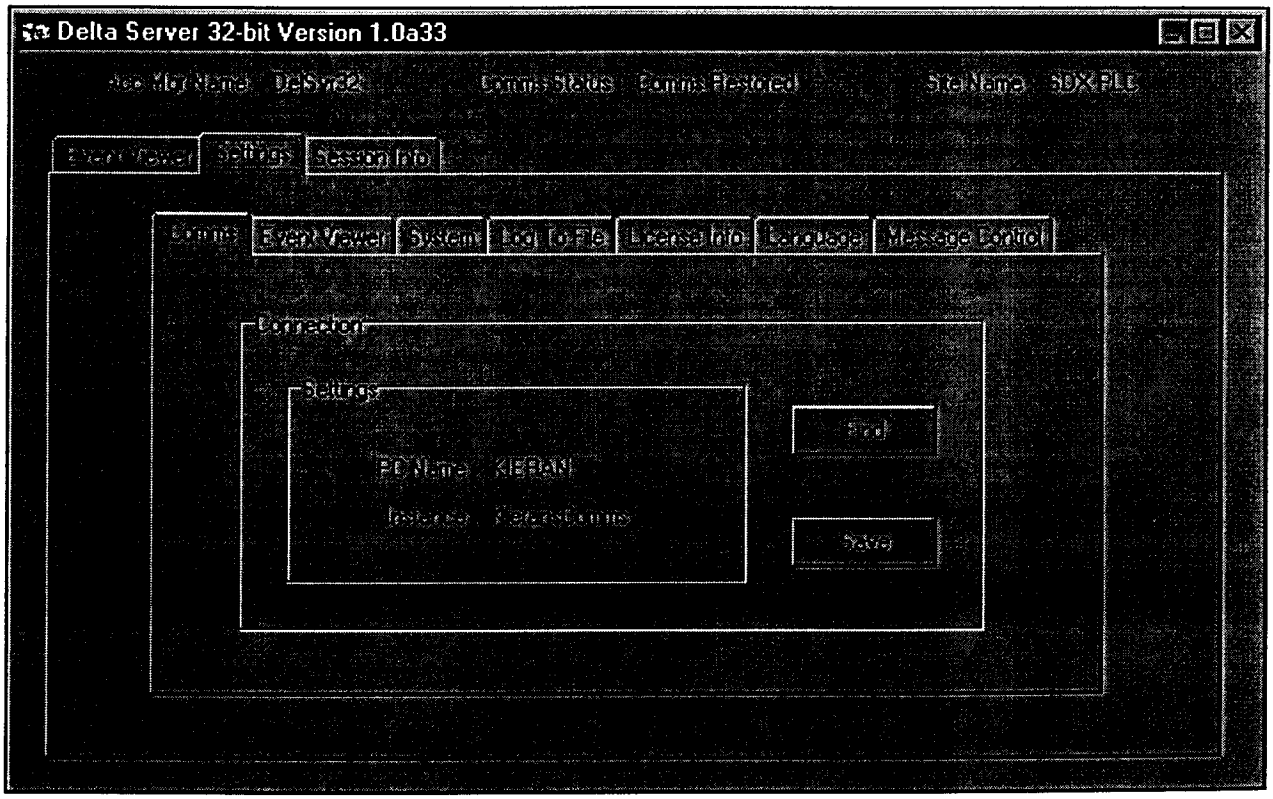
Event Viewer

The Event Viewer displays communication between the Access Manager and the INDeX Call Centre Manager Client application(s), in addition to messages received from the connected applications.
Event Viewer displays the following information:

- Messages received from Clients (e.g. Call Centre View, Wallboard, etc..);
- Messages sent to Clients;
- The processing of the send and received messages;
- Error Messages.

Settings

Click the **Settings tab**, the following screen appears:



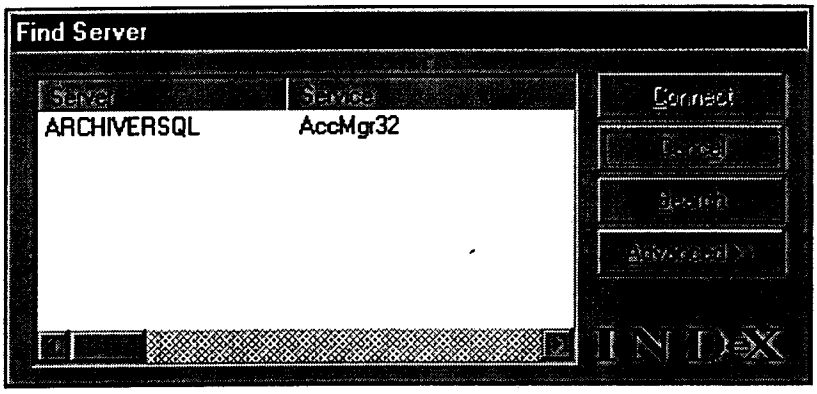
Comms Tab

This screen displays information on the Access Manager to which the Delta Server is connected. The information are:

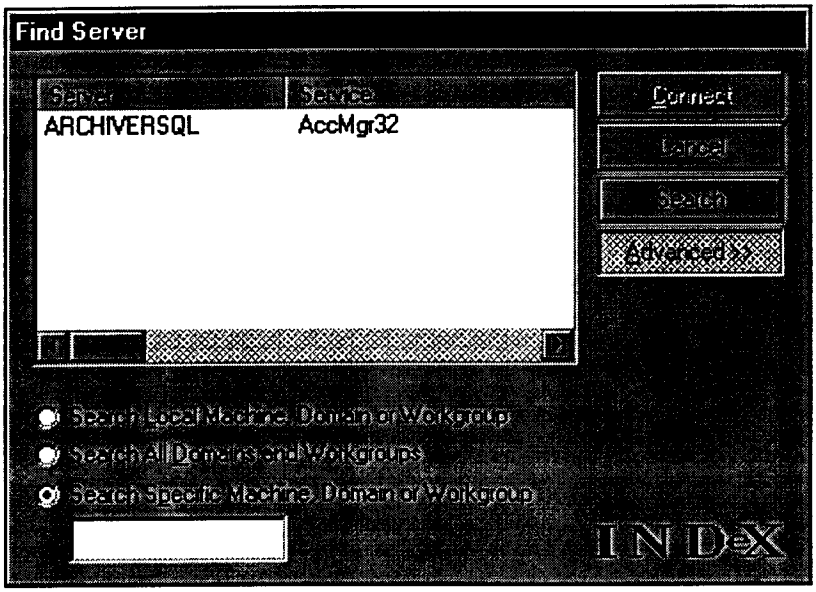
PC Name: This indicates the name of the PC the Access Manager is residing/running.
Instance: This is the name of the Access Manager.

If the Access Manager PC name and/or the name of the Access Manager is changed, it is essential to reconnect to that Access Manager.

1. Click *Find*, the following screen appears:



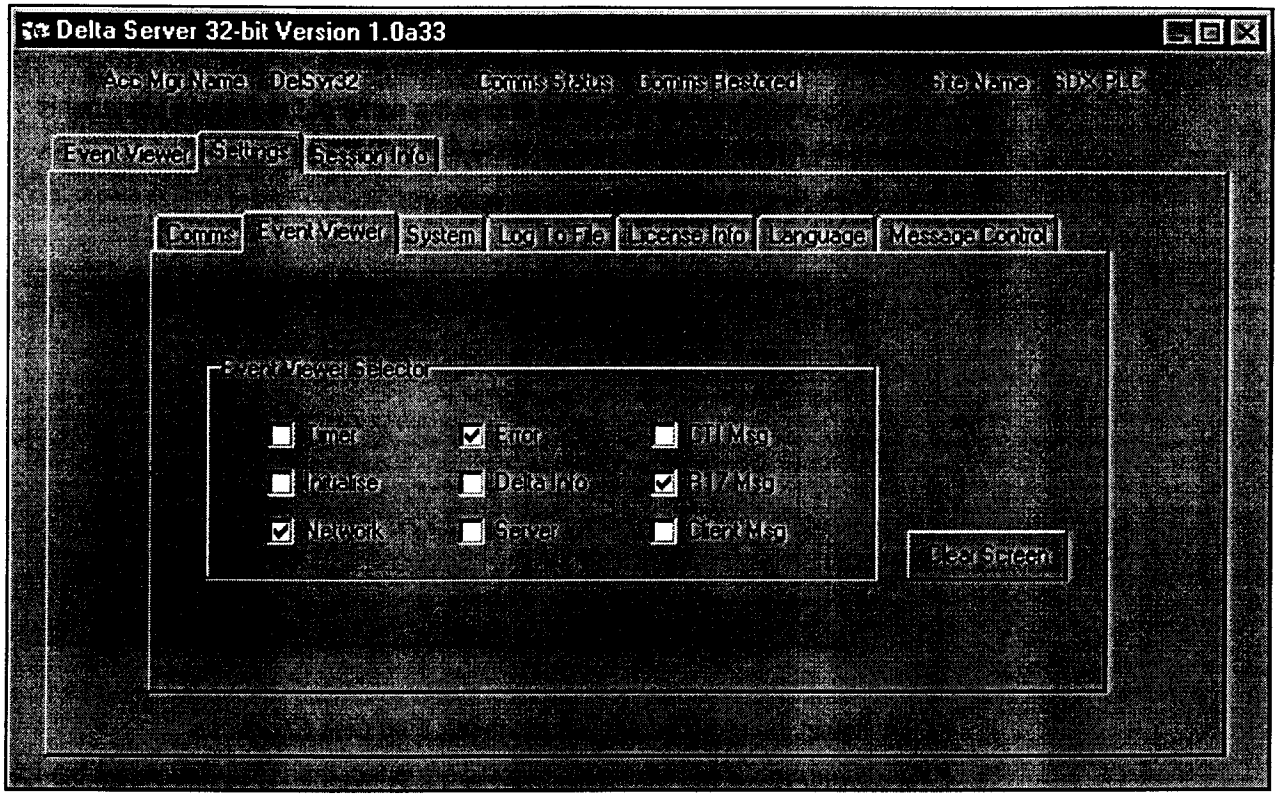
2. Select the required Access Manager, then click *Connect.*
3. If your required Access Manager is not listed, then click *Advanced*, the following screen appears:



4. Select one of these options, then click *Search.*
   - ○ Search Local Machine, Domain or Workgroup;
   - ○ Search All Domains and Workgroups;
   - ○ Specific Machine, Domain or Workgroup, then type the name of the Access Manager
5. From the listed Access Manager(s) select the required one, then click *Connect.*
6. Once the Delta Server is connected to the Access Manager, click *Save.*

Event Viewer Tab

This option enables you to select the type of information displayed in the Event Viewer screen:



Event Viewer Selectors are:

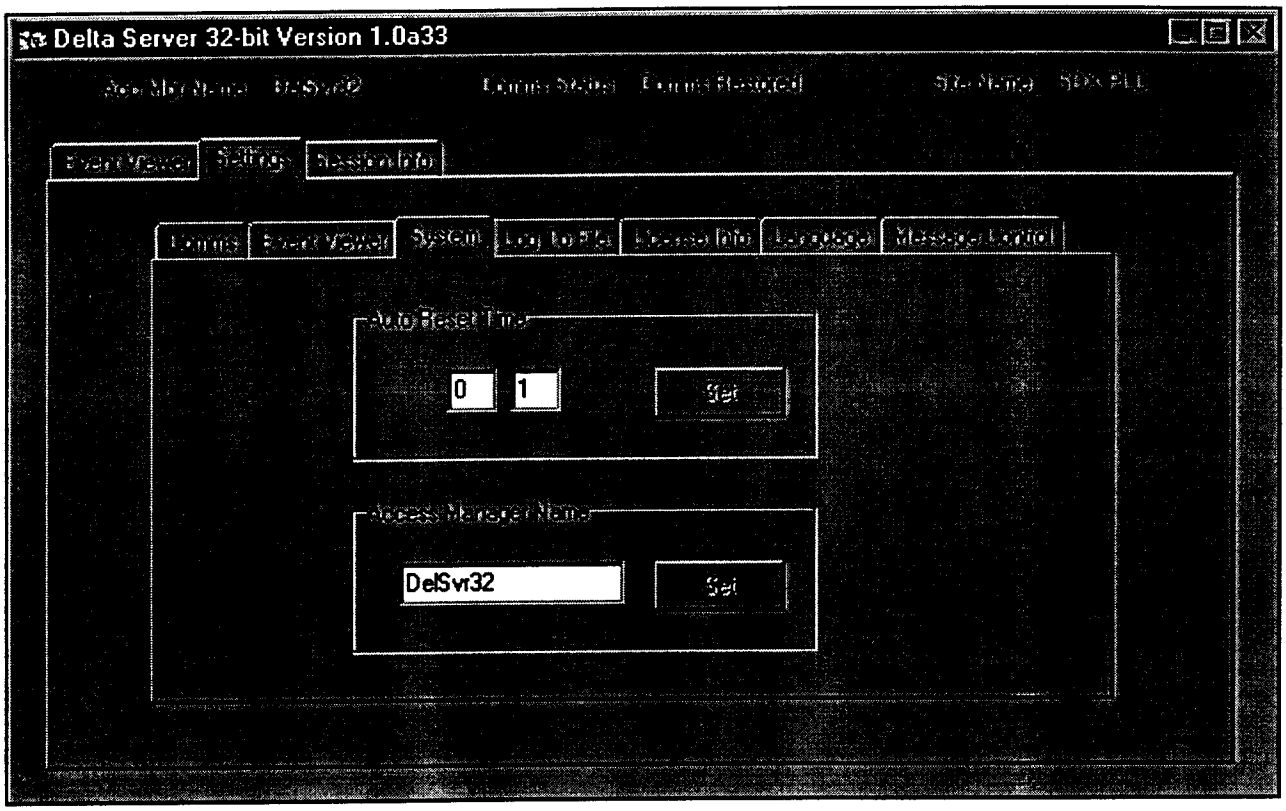
Timer	Error	CTI Msg
Initialise	Delta Info	R17 Msg
Network	Server	Client Msg

To clear the messages displayed on the Event Viewer screen, click *Clear Screen.*

Note
The more fields you select, the slower the Delta Server will run.

System Tab

This option enables you to change the Reset Time as well as the Delta Server name.



Auto Reset Time

This is solely used by the INDeX Call Centre Manager application (namely the INDeX Call Centre View). If you change the Reset Time within the INDeX Call Centre View application, then the Reset Time within the Delta Server is changed automatically.

Auto Reset Time enables you to set the time at which "Today and Daily" statistics are automatically reset. The time is displayed in Hour:Minute. Default time is set to 00:01 (01 minute past midnight).

To alter the time highlight each filed individually, enter the required value and then click *Set*.

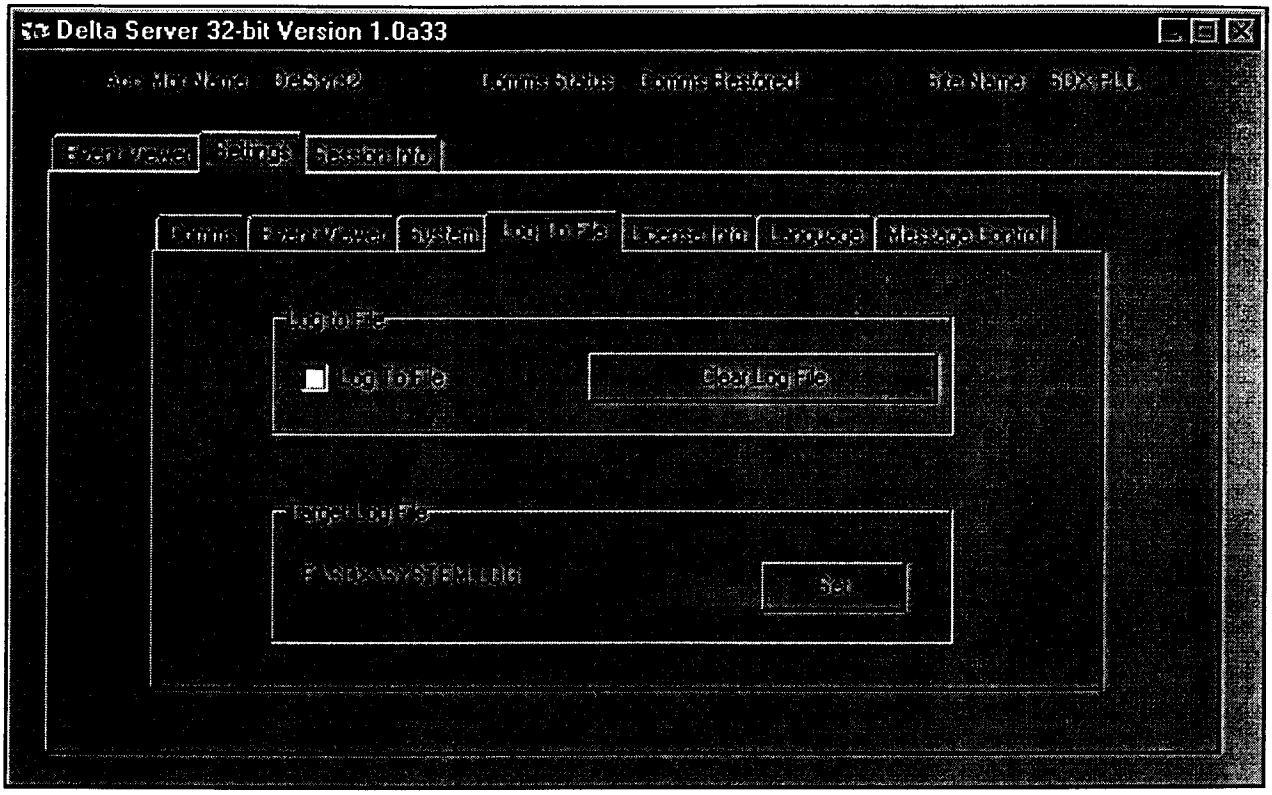
Access Manager Name

This indicates the name of the Delta Server.

To change the name, highlight the name, enter the required text and then click *Set*.

Log to File Tab

This option enables you to save the messages displayed on the Event Viewer on to a file.



Log to File

To save the messages ensure Log to file is checked.

To remove the messages in the file or file, click *Clear Log File.*

Target Log File

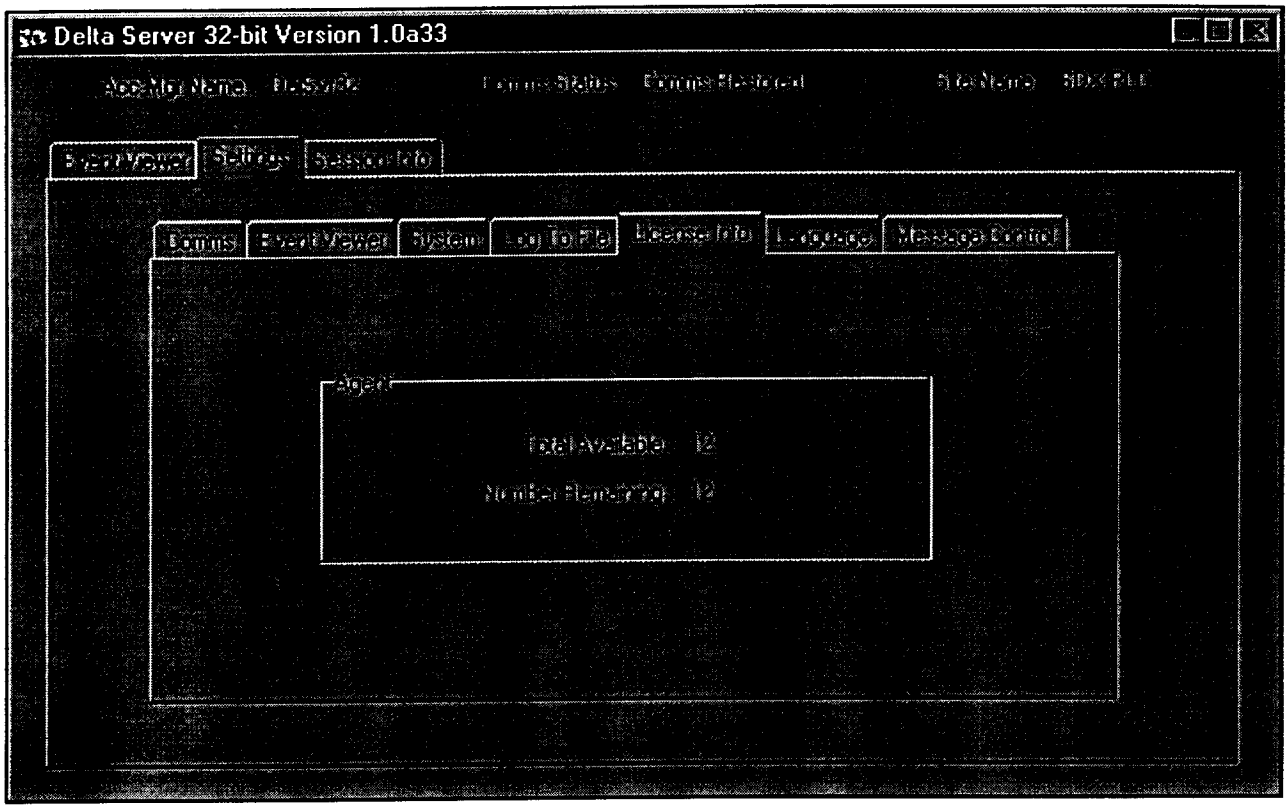
This option enables you to select the directory path and folder for the Log File. The default path is c:\sdx\system.log.

To change the path, click *Set* and then select the appropriate file.

> ***Note***
> ***Logging to file, will cause the Delta Server to run slower.***

Licence Info Tab

This screed displays the number of licensed Agents within the INDeX Call Centre Modules.

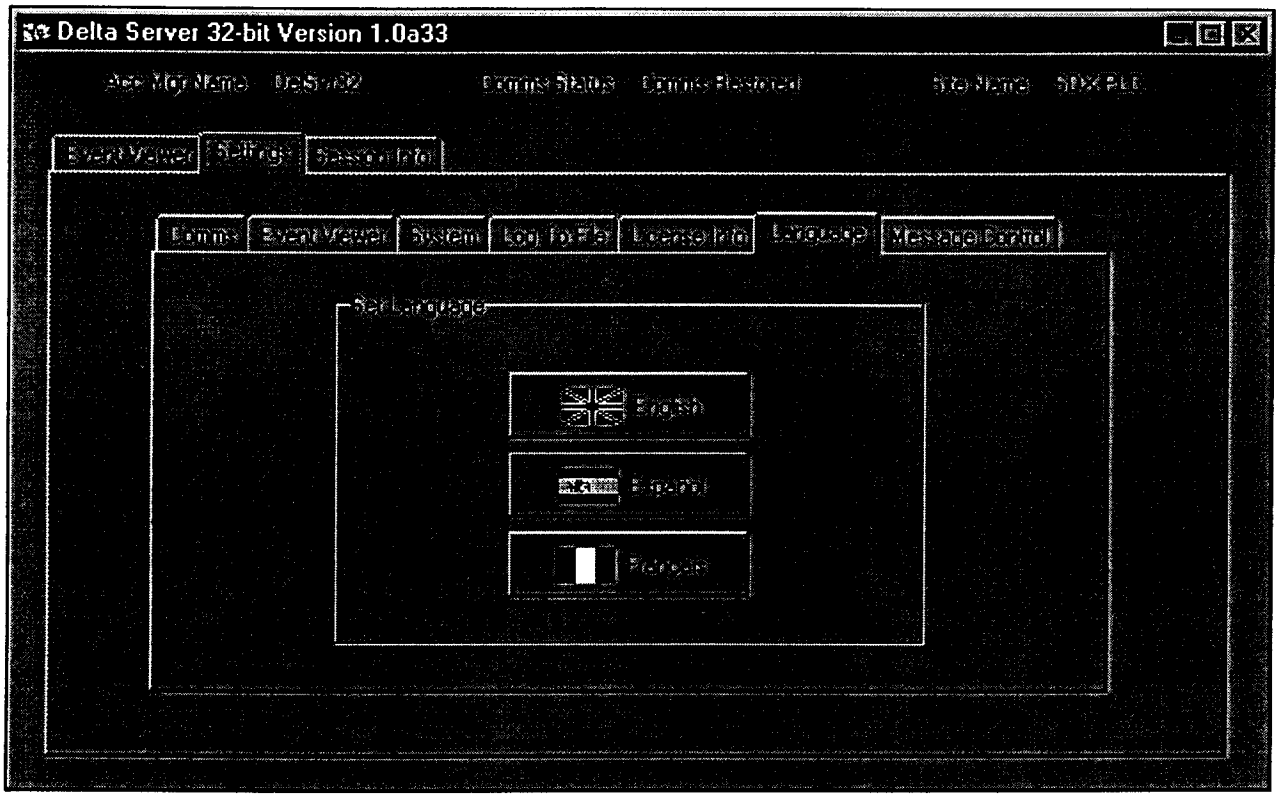


Total Available
This indicates the total number of agent licences.

Number Remaining
Number remaining (As agent logs on, the number goes down).

Language Tab

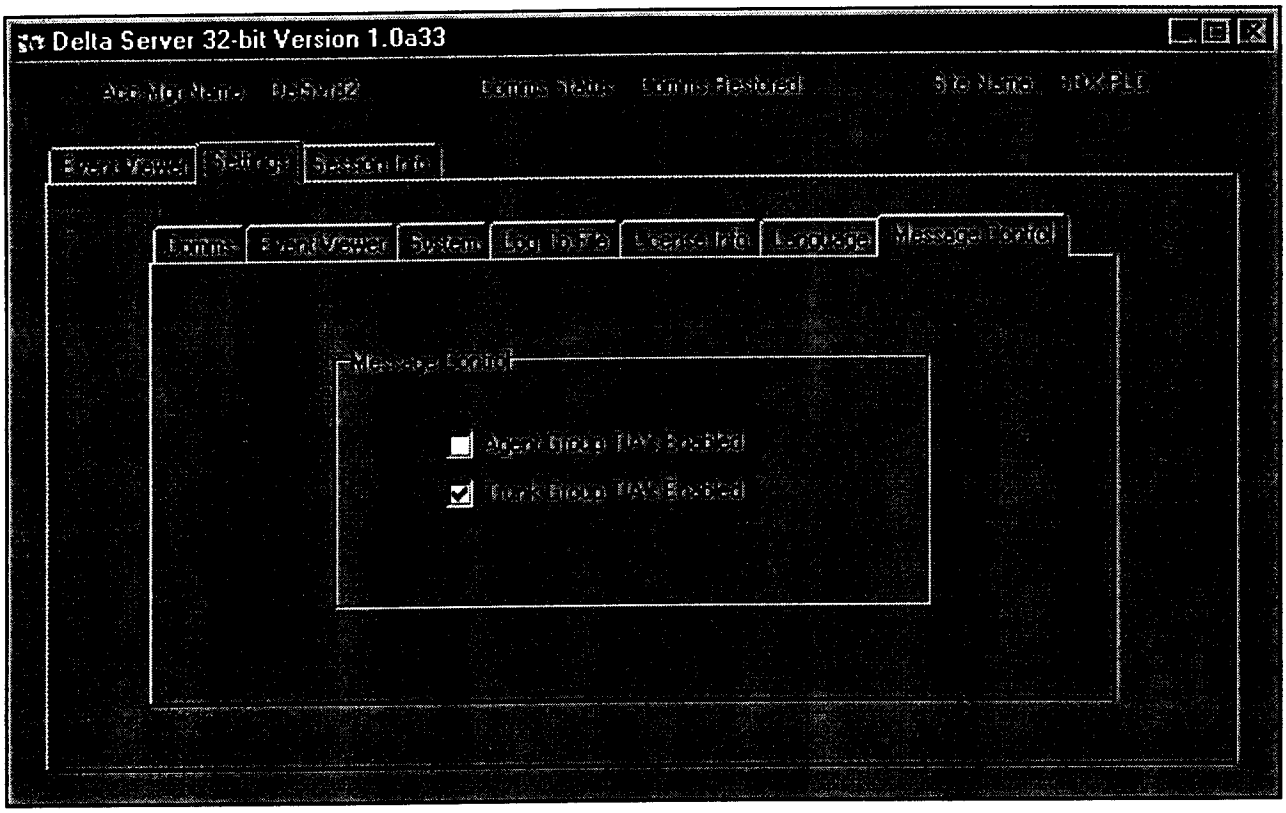
This screen enables you to change the language of the Delta Server. The default is set to English.



Click the required language.

Message Control Tab

Time in Activity (TIA) are messages that are produced by the Delta Server to transmit to the INDeX Archiver.



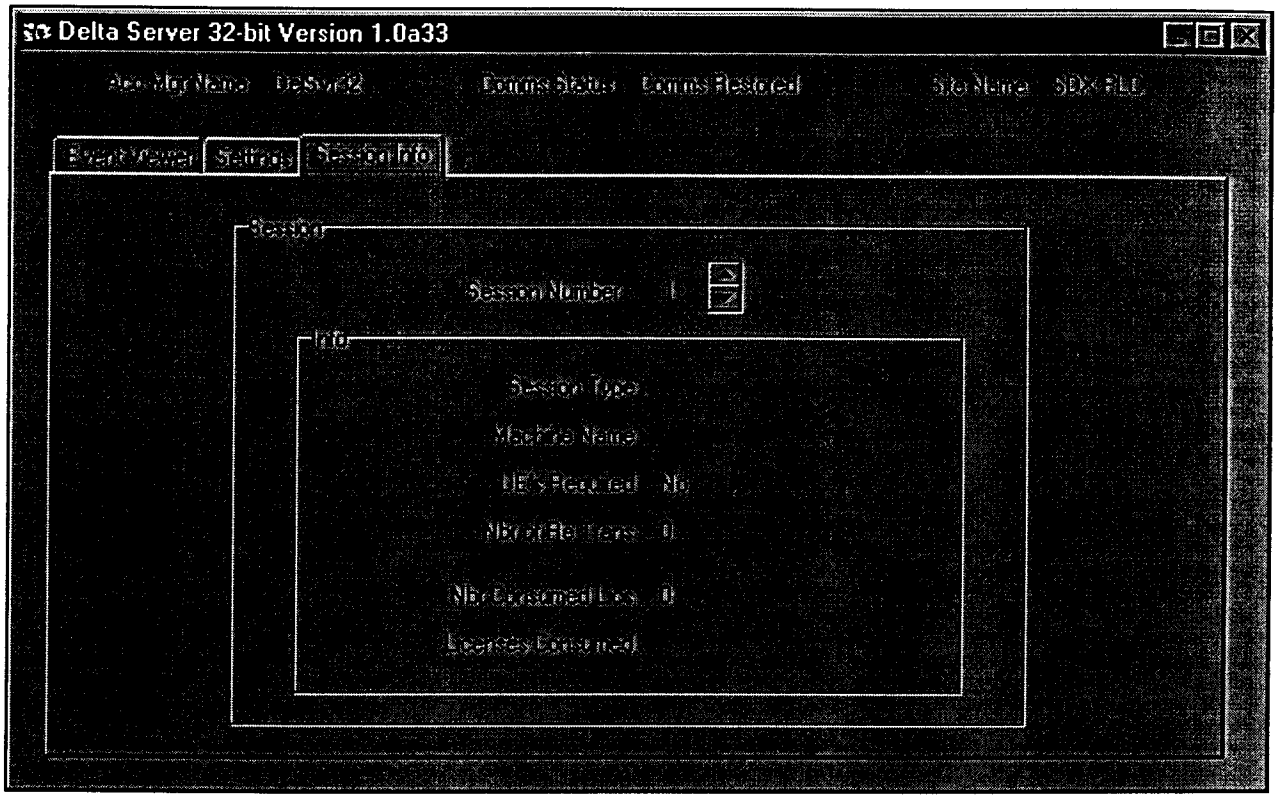
☐ *Agent / Trunk Group TIA's Enabled"* – Suppresses the generation of TIAs for Agent or Trunk Groups respectively.

☑ *Agent / Trunk Group TIA's Enabled"* – Enables the generation of TIAs for Agent or Trunk Groups respectively.

> ***Note***
> ***Disabling the generation of TIA's will reduce the amount of data stored in the Archiver database. However it should also be noted that this will disable Time In State fields for respective groups on historical reports.***

Session Info

This indicates the application(s) connected to the Delta Server. Total of 80 applications can be connected to the Delta Server.



Session Number

The number of the application. (0 is reserved for the WOC, 20 is the Delta Server and 99 is the Access Manager).

Info

The following information is provided as each application is connected to the Delta Server.

Session Type – Indicates the name of the application that is connected;

Machine Name – The name of the PC the application is residing;

UE's Required (Yes/No) – Indicates whether a session has requested Unsolicited Events;

Nbr of Re Trans (0-10) – Indicates how well the application is responding to probes from the Access Manager

Nbr Consumed Lics – Indicates the number of INDeX Licences consumed;

Licences Consumed – List (in pairs) of consumed liccences.

Trouble Shooting

Access Manager

What happens if no Comms Restored after 25 seconds:

1. Check the Comms Port setting of the Access Manager;
2. Ensure the Baud rate for the INDeX Telephone System is the same as the Access Manager;
3. If you have been programming the INDeX Telephone System using Kermit, you must type "ex" at the prompt to enable the Access Manager to make a connection with the INDeX Telephone System;
4. You can not run Kermit and the Access Manager simultaneously using the same port;
5. No switch licenses are required to run an Access Manager. Everything required is in the license ini file.
   UNDER ANY CIRCUMSTANCES, DO NOT MODIFY THIS INI FILE.
6. The PC on which the Access Manager is run, must be Windows NT4.0 platform with service pack 4 installed.
7. Ensure the network set up is as detailed in the INDeX Call Centre Installation and Maintenance Manual.

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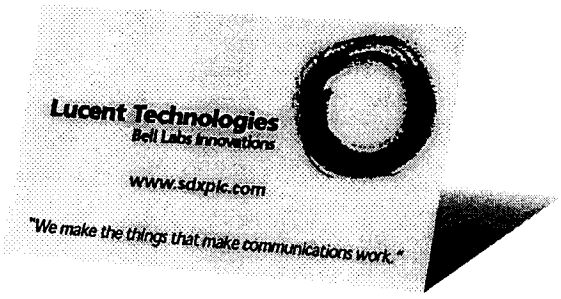

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